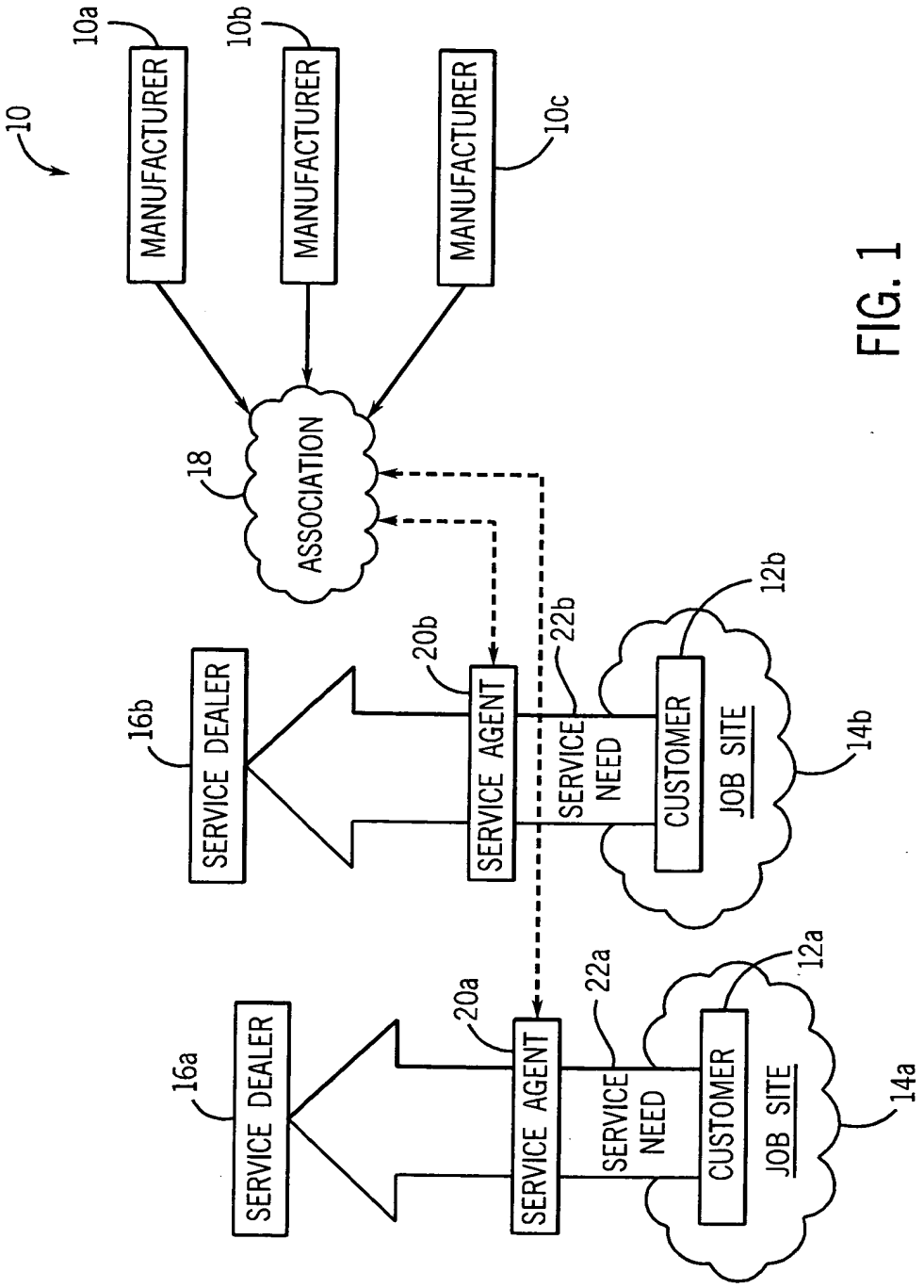
10
10a
MANUFACTURER
10b
MANUFACTURER
MANUFACTURER
10c
18
ASSOCIATION
16b
SERVICE DEALER
20b
SERVICE AGENT
22b
SERVICE NEED
CUSTOMER
12b
JOB SITE
14b
16a
SERVICE DEALER
20a
SERVICE AGENT
22a
SERVICE NEED
CUSTOMER
12a
JOB SITE
14a

FIG. 1

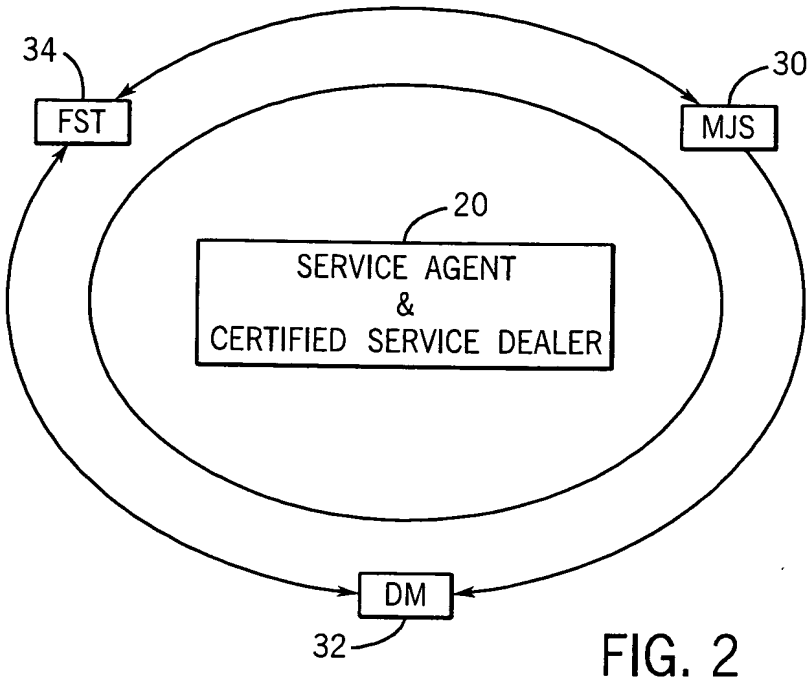
34
FST
30
MJS
20
SERVICE AGENT
&
CERTIFIED SERVICE DEALER
DM
32

FIG. 2

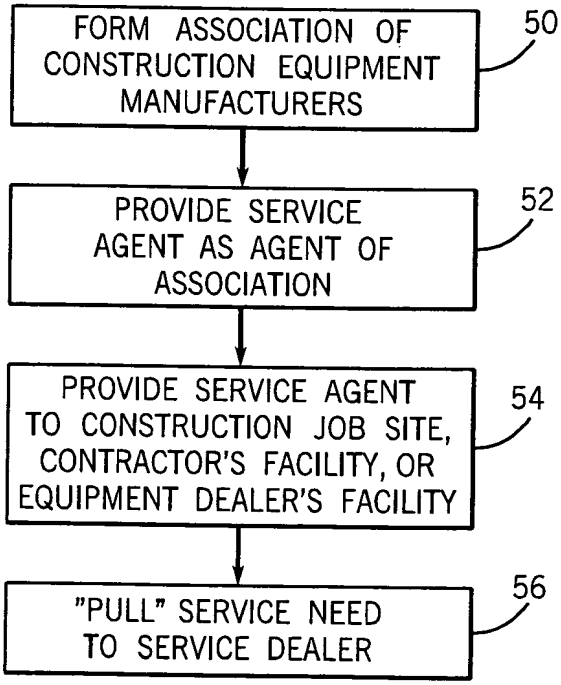
FORM ASSOCIATION OF CONSTRUCTION EQUIPMENT MANUFACTURERS
50
PROVIDE SERVICE AGENT AS AGENT OF ASSOCIATION
52
PROVIDE SERVICE AGENT TO CONSTRUCTION JOB SITE, CONTRACTOR'S FACILITY, OR EQUIPMENT DEALER'S FACILITY
54
"PULL" SERVICE NEED TO SERVICE DEALER
56

FIG. 3

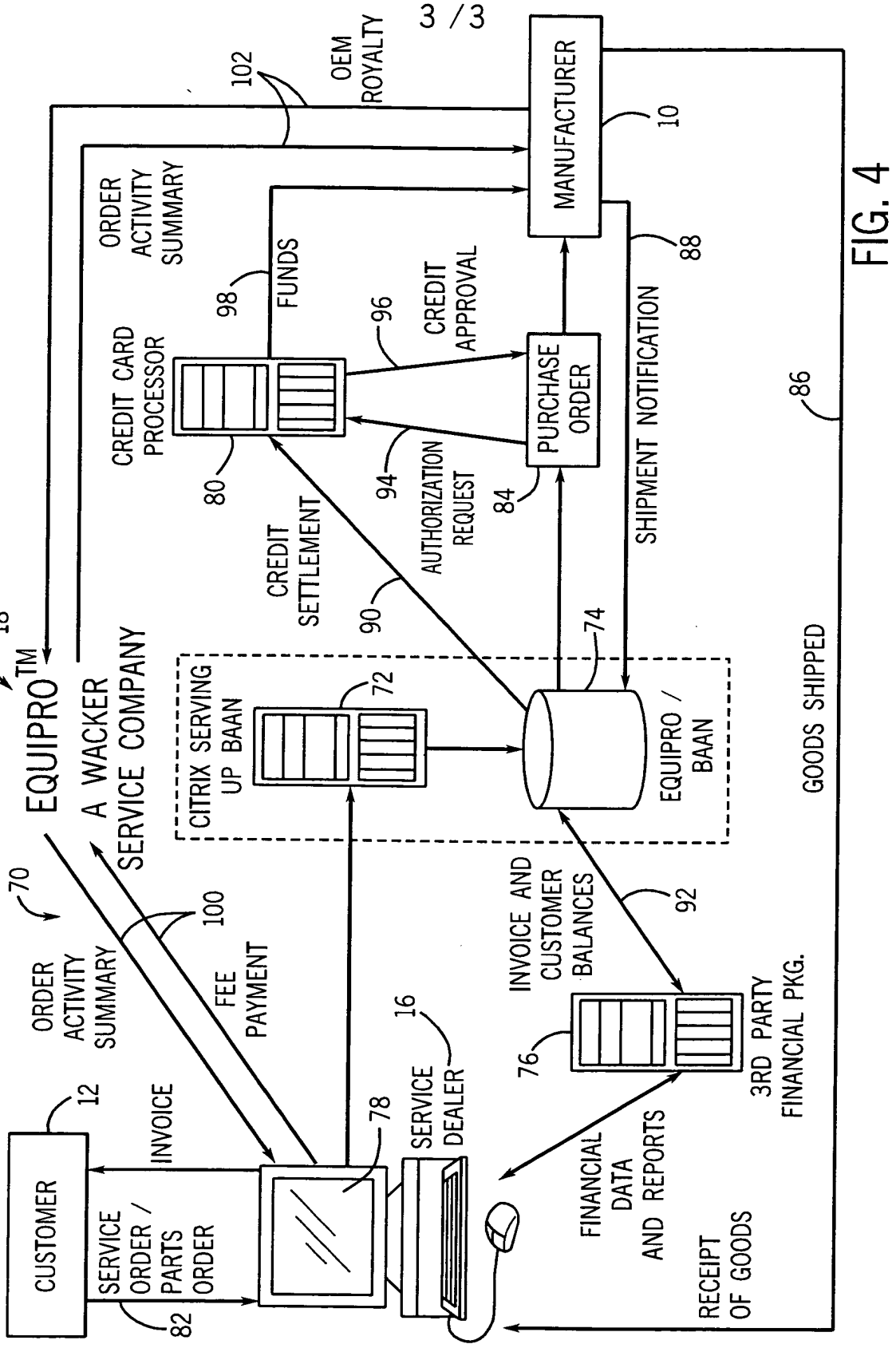
MANUFACTURER
10
OEM ROYALTY
102
ORDER ACTIVITY SUMMARY
FUNDS
98
CREDIT CARD PROCESSOR
80
CREDIT APPROVAL
96
PURCHASE ORDER
84
AUTHORIZATION REQUEST
94
CREDIT SETTLEMENT
90
SHIPMENT NOTIFICATION
88
86
GOODS SHIPPED
18
EQUIPRO™
A WACKER SERVICE COMPANY
CITRIX SERVING UP BAAN
72
EQUIPRO / BAAN
74
70
ORDER ACTIVITY SUMMARY
FEE PAYMENT
100
INVOICE AND CUSTOMER BALANCES
92
16
SERVICE DEALER
78
76
3RD PARTY FINANCIAL PKG.
12
CUSTOMER
INVOICE
SERVICE ORDER / PARTS ORDER
82
FINANCIAL DATA AND REPORTS
RECEIPT OF GOODS

FIG. 4